

Description: The IIFLT will be conducting a Pulse Survey in September 2012 with support from JMJ Associates. This pulse survey is intended to provide feedback to the IIFLT, the Refinery Leadership Team and the Refinery of our status on several topics important to our Incident and Injury Free Journey - Stop/ Pause Work Authority, Operational Discipline, and Hazard ID/ Risk Recognition. Those areas have been on the IIFLT business plan for the last three years, and have been the focus of the teams promotional, awareness exercises for the last five years. This focus has been highlighted in results from our last two Integral Safety Assessments - ISA and Major Incident Study.

Objective: Based on the results of Integral Safety Assessment from our first line workers (O&M Employees), the pulse survey is intended to discover if any specific change has occurred since 2010 in the areas of Stop/ Pause Work Authority, Operational Discipline, and Hazard ID/ Risk Recognition. The O&M Employees were selected by the IIFLT and the EERM Sub Team people who openly share their experiences (tell it like it is - in their experience), a group of IIF Champions, as well as people who may be resistant to SWA, OD, and Hazard ID themes we have introduced.

Focus Groups: Operators, Head Operators, Mechanics, and Head Mechanics

Number of Interviewees: 28 - 30 total interviewees

JMJ Associates: 2 JMJ Associates conducting 7 interviews each for two days. With the possibility for two group interviews of 3-4 people.

Questions:

Focus Area/ TOPIC	Question/ Follow Up Question	Why are we asking this question?	What is our commitment to the results we discover?
Stop/ Pause Work Authority			
1	When did you have an opportunity to use Stop or Pause Work Authority but chose not to? Why?	want to see what the barriers are for each person. What's keeping you from doing it?	we will apply our learnings to our business plan.
1. follow up	What are your barriers to using SWA/PWA?		

2	What would you need to “ALWAYS” use SWA/PWA?	new ideas, new approach	we will apply our learnings to our business plan.
2. follow up	What will you do differently to shift your behavior to “ALWAYS” use SWA/PWA?	we want people to think about their own actions and any changes that they could	
Operational Discipline			
3	What does “Operational Discipline” mean to you personally? How do you currently utilize this expectation?	how many people actually understand what OD is and how to apply it. There may be some good points to capture	we will apply our learnings to our business plan.
4	How do you support OD in your work environment?	speaks towards teamwork and relationships. Discover the amount of support there is.	we will apply our learnings to our business plan.
5	What additional support do you need to complete your daily tasks the right way every time?	draw information out from #4.	
Hazard ID/ Risk Recognition			
6	How would you define your sense of vulnerability to the hazards in your work environment?	test this theme of vulnerability to see how well its penetrating the work force.	we will apply our learnings to our business plan.
7	Do you feel you can identify every hazard? If not, why? If yes, how?	how do people feel about their ability to recognize risk and hazard	we will apply our learnings to our business plan.

8	What “safeguards” do you utilize to mitigate your potential exposure to experiencing a negative consequence? Does local management support your efforts? If not, please identify the barriers.	what tools people have, are they using them and are they supported. If you see it, what safeguards do you utilize? How is management supporting?	we will apply our learnings to our business plan.
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Sept 26, & 27

Jonna Thibadaeau - 2nd JMJ

Notes with Rama : As we ask the question, as we receive response, JMJ will drill down. Give us examples, why do you think that? To get down to a deeper level.

We need to decide if we need a extra 1/2 day. Rama would like to attend the IIFLT on Wednesday.

It is possible to flip flop Rama's time? If needed..

Invitation Process: Giving people the heads up about a deeper level of discussion. Responses - have examples, so the people, interviewing really understand the though process.